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PATENT

Attorney Docket No.: 022195-1.00US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Wendell D. Brown

Application No.: 10/796,423

Filed: March 8, 2004

For: VIRTUAL CALL CENTER

Customer No.: 20350

Confirmation No. 1877

Examiner: Unassigned

Technology Center/Art Unit: Unassigned

SUBSTITUTE PETITION TO  
ACCEPT FORMAL DRAWINGS  
AND  
REINSTATE FILING DATE

MAIL STOP PETITIONS  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Attention: Alesia M. Brown

Dear Ms. Brown:

In response to your recent request, Applicant submits herewith Exhibit C consisting of formal Figs. 1 and 2 in the above-referenced matter.

Applicant respectfully petitions to have the Notice of Incomplete Provisional Application vacated and respectfully request reinstatement of the March 8, 2004 filing date.

Applicant further requests an Official Filing Receipt be issued confirming the filing date of March 8, 2004.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kenneth R. Allen".

Kenneth R. Allen  
Reg. No. 27,301

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, California 94111-3834  
Tel: (650) 326-2400  
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KRA:deh

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**TRANSMITTAL  
FORM**

(be used for all correspondence after initial filing)

|  |    |                        |                   |
|--|----|------------------------|-------------------|
|  |    | Application Number     | 10/796,423        |
|  |    | Filing Date            | March 8, 2004     |
|  |    | First Named Inventor   | Brown, Wendell D. |
|  |    | Art Unit               | Unassigned        |
|  |    | Examiner Name          | Unassigned        |
| Total Number of Pages in This Submission | 13 | Attorney Docket Number | 022195-1.00US     |

**ENCLOSURES (Check all that apply)**

|  |   |   |
|--|---|---|
| <input type="checkbox"/> Fee Transmittal Form  | <input checked="" type="checkbox"/> Drawing(s)                            | <input type="checkbox"/> After Allowance Communication to Technology Center (TC)        |
| <input type="checkbox"/> Fee Attached  | <input type="checkbox"/> Licensing-related Papers                         | <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences     |
| <input type="checkbox"/> Amendment/Reply   | <input checked="" type="checkbox"/> Petition                              | <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) |
| <input type="checkbox"/> After Final   | <input type="checkbox"/> Petition to Convert to a Provisional Application | <input type="checkbox"/> Proprietary Information  |
| <input type="checkbox"/> Affidavits/declaration(s)   | <input type="checkbox"/> Power of Attorney, Revocation                    | <input type="checkbox"/> Status Letter  |
| <input type="checkbox"/> Extension of Time Request   | <input type="checkbox"/> Change of Correspondence Address                 | <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):         |
| <input type="checkbox"/> Express Abandonment Request   | <input type="checkbox"/> Terminal Disclaimer                              | 1) Exhibit C - Formal Figs. 1 & 2; and  |
| <input type="checkbox"/> Information Disclosure Statement  | <input type="checkbox"/> Request for Refund                               | 2) Return Receipt Postcard  |
| <input type="checkbox"/> Certified Copy of Priority Document(s)  | <input type="checkbox"/> CD, Number of CD(s) _____                        |   |
| <input type="checkbox"/> Response to Missing Parts/ Incomplete Application                                     |   |   |
| <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53                                   |   |   |
| <p><b>Remarks</b> The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.</p> |   |   |

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

|                         |                                    |                 |
|-------------------------|------------------------------------|-----------------|
| Firm or Individual name | Townsend and Townsend and Crew LLP | Reg. No. 27,301 |
| Signature               |                                    |                 |
| Date                    | November 5, 2004                   |                 |

**CERTIFICATE OF TRANSMISSION/MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

|                       |              |      |                  |
|-----------------------|--------------|------|------------------|
| Typed or printed name | Diane Hawley |      |                  |
| Signature             |              | Date | November 5, 2004 |